

# Office of Attorney General Terry Goddard



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## **Terry Goddard Pays Tribute to Volunteers during National Volunteer Week**

(Phoenix, Ariz. – April 19, 2007) Attorney General's Office volunteers who work tirelessly to improve their communities will be honored during National Volunteer Week, April 15-21, by Attorney General Terry Goddard.

"Our volunteers provide invaluable services to Arizona consumers by staffing satellite offices and helping residents complete civil rights and consumer fraud complaints," Goddard said. "These volunteers make it possible for residents to access services without having to travel to Phoenix or Tucson."

The National Volunteer Week theme, "Inspire by Example," reflects the power volunteers have to inspire the people they help and to inspire others to serve.

Some of the volunteers across Arizona who have made outstanding contributions include:

### **Richard Flick, Consumer Information and Complaints Volunteer**

Richard Flick has been a volunteer at the Arizona Attorney General's Office for over 20 years. He volunteers in the Consumer Protection and Advocacy Section several times a week and works diligently to obtain refunds on behalf of consumers who have filed complaints with our office.

Prior to volunteering with the office, Richard worked at NCR and Motorola and was a Reserve Officer at with the Maricopa County Sheriff's Office. Richard has also served in the Air Force.

### **Geraldine Emmett, Prescott Valley Satellite Office Volunteer**

Geraldine has been volunteering with the Attorney General's Satellite Office in Prescott Valley for two years. She works tirelessly to help members of the community file consumer and civil rights' complaints and provides educational information to consumers.

Prior to joining the Attorney General's office as a volunteer, Geraldine worked as a teacher for over 40 years in Seligman, Window Rock and Scottsdale. Additionally, she is active in her Church, YMCA Board of Directors, Arizona Education Association, and Democratic politics.

### **J. Alan Cates, Consumer Information and Complaints Volunteer**

Alan Cates has been a volunteer at the Arizona Attorney General's Office for one year. He volunteers one day a week in the Consumer Information and Complaints Unit and resolves consumer complaints. Alan enjoys the challenge in resolving consumer complaints and compares his work to completing a crossword puzzle. He has over 30 years of fraud detection and prevention experience.

Prior to joining the office as a CIC volunteer, Alan was an outside agency expert for the FBI working white collar crime for six years. He was profiled in the television show 60 Minutes where he spoke about health care fraud as Chief of the California Fraud Prevention Bureau. Alan is also a licensed private investigator in Arizona and California.

### **Kathy Serrano, Executive Office and Sun City Satellite Office Volunteer**

Kathy has been a volunteer with the Arizona Attorney General's Office for nearly a year. She splits her time between volunteering with the Executive Office and the Sun City Satellite Office. Kathy works to resolve elder issues and helps members of the Sun City community file consumer and civil rights' complaints.

Prior to joining the Attorney General's Office as a volunteer, Kathy taught High School English for 28 years in Northern Minnesota. She received her pilot's license at the age of 45, and is a published writer. In addition to volunteering at the Attorney General's Office, Kathy tutors a 55+ college student whose dream is to receive a college degree.

The Attorney General's Community Services Program has 28 satellite offices throughout Arizona. The satellite offices provide community-based venues that make it easier for residents to access information on consumer fraud, civil and victims' rights and other topics affecting the most vulnerable members of the community. Volunteers staff satellite offices, make educational presentations for community groups, distribute educational materials at community events and assist individuals with filing complaints or referrals for assistance. The Attorney General's office is currently seeking volunteers and interns to work in the main office or any one of the 28 Satellite Offices.

For more information, please contact Katherine Reedy at (602) 542-7718, or visit [www.azag.gov](http://www.azag.gov).

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